



# Table of Contents

<b>Chapter 1: Basic Navigation</b> .....	<b>3</b>
System Requirements .....	4
Navigation Menu .....	4
Getting Started .....	4
Logging In.....	5
Home .....	5
Change Office.....	6
Change Your Own Password .....	7
Logout.....	7
<b>Chapter 2: Resetting Passwords</b> .....	<b>7</b>
Resetting Passwords.....	7
Looking up a user account .....	8
Resetting a user’s password .....	9
<b>Chapter 3: Fingerprint Enrollment</b> .....	<b>12</b>
Steps for enrolling fingerprints.....	12
Add A Finger.....	14
Tips for Creating a Reliable Fingerprint Template .....	14
Test a Finger .....	15
<b>Appendices</b> .....	<b>16</b>
Appendix 1: Sample OVERS Enrollment Form .....	16
Appendix 2: Troubleshooting Browser Issues .....	17

## Welcome to the OVERS User Guide

The Oregon Vital Events Registration System (**OVERS**) is a secure, web-based vital records management system that uses standard web navigation techniques and functionality. The application includes tools used to search and verify the quality and completeness of the data entered.

OVERS allows both State staff and state partners such as Medical Examiners, Physicians, Funeral Directors, Hospitalists, and Hospital Birth Clerks to initiate, update, and process birth, fetal death, and death records.

The Facility-level Administrator role was created to expedite the process of fingerprint enrollment and password resets for medical certifiers (physicians and/or hospitalists), birth attendants, and birth clerks working in larger hospital facilities. Optionally, the facility administrator may also enter the death certificate information on behalf of the medical certifier, but shall **not** sign birth or death certificates.

Facility-level Administrators are designated by the facility with which they are associated and agree to perform the following tasks.

- Enroll fingerprints for new users and affirm their identity by reviewing their picture identification.
- Reset passwords for users as necessary.
- Notify the OVERS project office when staff leave your facility or when their contact information changes.
- *(optional)* Enter the death certificate information on behalf of the medical certifier

This step-by-step guide explains the techniques for assisting physicians with common issues such as resetting passwords and enrolling fingerprints.

To learn more about entering death certificate information into OVERS, see the online, self-paced training, Doctor's Guide to Electronic Death Certificates at <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/SPTrain.aspx>.

**Go to**

<http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/SPTrain.aspx> to take the self-paced training on entering death certificates.

## 1

# Basic Navigation

In this chapter you will learn the basic navigation methodology of the application.

## System Requirements

The **OVERS** application is web-based and does not require the installation of any standalone software, except for the drivers associated with the biometric device used for signing death certificates. Most modern business computers should meet the minimum system requirements without further modification. At minimum, access to the application requires:

- Browser: Microsoft's Internet Explorer (IE), 7.x or higher
- High-speed internet connection
- Operating System: Microsoft Windows 2000 with Service Pack 2 or higher; XP with Service Pack 1 or higher; Mac X 10.4 or later running a PC emulator
- Adobe Acrobat Reader 6.0 or higher
- Fingerprint reader and associated device drivers (Only required for funeral directors and medical certifiers. Provided free of charge by the Center for Health Statistics.)

## Navigation Menu

The **OVERS** application includes basic navigation controls commonly known to internet users. The Menu along the top of the screen appears on every page of the OVERS application. This Menu provides easy access to the different pages and information in the OVERS application. The Menu in the OVERS application changes dynamically according to the permissions allowed by a user's security profile. In other words, the system presents a different series of screens to an individual user based on the role they play in the system. A state office worker will be presented with a different set of screens than a funeral director or medical certifier.

The top Menu includes levels of menu groupings that will appear when you hover over them. Each grouping also contains sub-menus.

### Avoid the Web Browser 'Back' Button

You may lose data entered if you navigate from one page to another using the 'back' button (located on the browser's tool bar). The **OVERS** application provides other tools for navigating from one page to another.

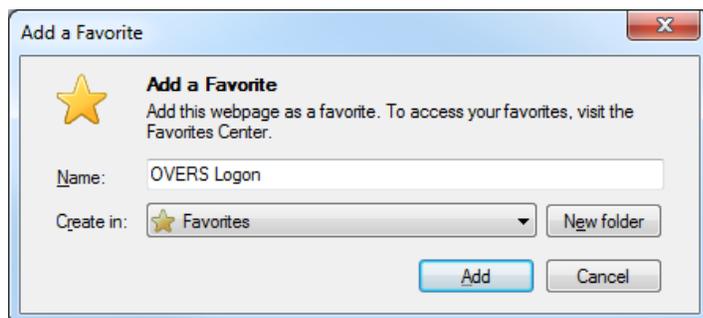


## Getting Started

### Creating an IE Favorite

The system administrator will provide you with a web address that will take you to the **OVERS** login page. Once that page is displayed in your browser, select **Favorites >**

**Add To Favorites** from the IE toolbar. This will launch the **Favorites** dialog shown below:



The **Name** field will automatically be filled in for you, but you may change it if you choose. To save the **Favorite** click the **Add** button. You will now be able to select the **OVERS** website from your list of stored **Favorites**.

## Desktop Shortcuts

Another way to provide for quick access to the **OVERS** application is to create a **Desktop shortcut**. First, navigate to the login page, shown below. Then, from the IE toolbar select **File > Send > Shortcut to Desktop**. This will create an IE icon on your desktop that, when selected, will automatically launch Internet Explorer and open the **OVERS** login page.

## Logging In

**OVERS** is a web-based application. All of your work in the **OVERS** system will be done using Microsoft's Internet Explorer (IE) web browser. **Do not use Microsoft Edge**. Once you have accessed the system and have reached the login page you should add the **OVERS** login page to your list of IE Favorites. Favorites are internet shortcuts that allow you to navigate to a specific website quickly and easily.

Using either a **Desktop shortcut** or a pre-assigned IE **Favorite**, access the main **OVERS** login page.

Enter your assigned username in the **User Name:** field and your password in the **Password:** field and click the **Login** button.

## Home

After successfully logging in, you will be presented with a user specific **Home** page. When a user first logs into the **OVERS** application, actions used most often are provided as Fast Links. All other available options are provided in the Menu along the top of the screen. Use the menu bar along the top of the page to navigate through the **OVERS** application.

The **Messages** section will not be pertinent to your work. However, the doctors you work with will find information about cases to be completed when they log in to their OVERS accounts.

The **Current Activities** section will display pending activities for your facility. For example, it will show cases for which medical certification has been requested from a doctor in your facility. You can access the **Current Activities** section from the Home page by clicking the Fast Link for **Current Activities** or using the Menu by selecting **Main > Current Activities**.

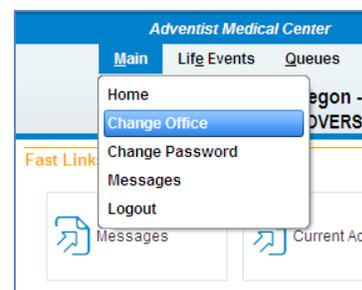
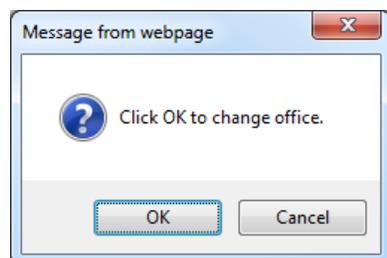
## Change Office

Some users may have access to records in more than one office or location. For example, a funeral director may work at several facilities or locations. In this case, the funeral director would have one login, but would have access to multiple offices using that login. By selecting the **Change Office** link from the **Main Menu** the funeral director can quit working on cases in one funeral home and begin working on cases in the other.

### To change offices:

From any page in OVERS, select **Main > Change Office**

Click **OK** on the pop-up window.



At the login page, re-enter your password, then select the new office from the list. You may now work cases from the new location or office.

## Change Your Own Password

Typically, users are initially provided with a temporary password. This password will allow you to login to the **OVERS** system. However, you will be required to change your password before accessing the home page. Once you change the password, it will remain in effect for ninety days. At that time, you will be required to change your password.

However, you can also change your password at any time. From any page in OVERS, select **Main > Change Password**.

Enter your old or temporary password into the **Old Password** text entry box. Enter your new password into the **New Password** text entry box. Passwords must be between 6 and 10 characters in length and must start with a letter. It can include a combination of characters, uppercase and lowercase letters. Passwords are case sensitive. Re-enter the new password in the **Confirm Password** text entry box. Click the **Save** button.

## Logout

Whenever you are going to be away from your desk or workstation, whether you're going home for the day or just going to lunch, you should always log out of the **OVERS** system by clicking **Logout** in the upper right-hand corner of OVERS.

# Resetting Passwords

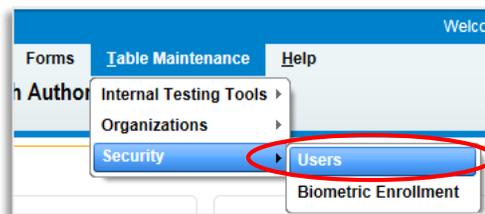
**F**rom time to time, it may be necessary to reset a password for a physician at your facility. The **Table Maintenance** feature of the **OVERS** application is used to reset passwords. The term "**Table Maintenance**" refers to the fact that all of this system information is stored in the **OVERS** database tables.

2

Only administrative personnel have access to the **Table Maintenance** features of the **OVERS** application. To perform **Table Maintenance** operations, log in, then select **Table Maintenance** from the Menu.

## Looking up a user account

The **OVERS** application features a simple, user-friendly interface for viewing and editing system users. To access this feature, select **Table Maintenance > Security > Users**.



The **Users** search page (shown below) will display. From this page, you can search for a specific user, and return a listing of all users in the system associated with your facility. Please note: as a Facility Administrator you are not permitted to create a new user. **Only the State office will create new users.**

Search for a User

Search Current Search All **New User**

Username Last Name Office

**Note: The ability to select the various Table Maintenance features is based on user security privileges. You may or may not have access to these pages.**

### Search Current

To search for accounts for active users within the system, enter either the **Username** or the user's **Last Name** and select the **Search Current** button:

Search for a User

Search Current Search All New User

Username Last Name Office

The result of this search will be a listing of all users whose Last Names contain "Test."

As seen in the search results table below, **2 Total Records** were returned by this search.

Search for a User

Search Current Search All New User

Username Last Name Office

User Name ↑	Name	Office Name	Start Date	End Date
testdoc2	Test, Another Doctor	Adventist Medical Center	07/15/2016	
testdoctor	Test, Doctor	Adventist Medical Center	07/15/2016	

Total Records: 2

Notice that each of the column headers in the above search results table are the color blue. Selecting any of these column header links will re-sort the results table according to that particular column's contents. The default sort order is by [User Name](#).

Additionally, [Search Current](#) can be used with a combination of any of the three search criteria to yield very specific results.

### Search All

To return a listing of all user accounts at your facility (active and inactive) currently setup in the system, type in the name of your facility in the office field and select [Search All](#):

Search for a User [Search Current](#) [Search All](#) [New User](#)

Username  Last Name  Office

As shown below, this search returned [37 Total Records](#).

The screenshot shows a search results table with a light blue header bar. The table contains multiple rows of user data. At the bottom of the table, there is a pagination bar with the text "First 1 2 3 Last" and a red circle highlighting "Total Records: 37".

### Resetting a user's password

Regardless of the search method employed, notice that the [User Name](#) displayed for each user is actually a blue link. Selecting any of these [User Name](#) links will open the user's [User Summary](#) page, enabling you to view or edit the user's setup.

Username	Last Name	Office	
Userid	User Name ↓	Last Name	Office
17528	ballde001	Dzgo	Adventist Medical Center
21042	testdoc2	Test, Another Doctor	Adventist Medical Center
18813	testdoctor	Test, Doctor	Adventist Medical Center

Selecting the **User Name** link above opens the summary page (shown below).  
 Selecting **Update Login Information** will open a new window enabling you to make changes to the user's password set up.

From the **User Summary** page, you should only access the “**Update Login Information**” link.

#### User Summary

<b>User Id:</b> 30572 <b>User Name:</b> testdoctor <b>Password Expiration:</b> 10/13/2016 <b>Start Date:</b> 07/15/2016 <b>End Date:</b> <b>Logon Attempts:</b> 0  <a href="#">Update Login Information</a>	<b>Name:</b> Doctor Test <b>Title:</b> Doctor of Medicine <b>User Address:</b> 1234 Test Street Test, Oregon 97232 <b>User Mailing Address:</b> 1234 Test Street Test, Oregon 97232  <a href="#">Update User</a>	<b>Work Number:</b> 123 456-789 Ext <b>Cell Number:</b> - <b>Home Number:</b> - Ext <b>Fax Number:</b> 987 654-321 Ext <b>E-mail:</b> facilityadministrator@test.com <b>Preferred Contact:</b>  <a href="#">Update Contact Information</a>	<b>Medical License:</b> MD00000 <b>NPI Number:</b>  <b>Funeral Director License:</b>  <a href="#">Update Licenses</a>
<b>Adventist Medical Center</b> Doctor Test is authorized to sign for the following events: Birth, Death, Fetal death			
<b>User Type</b>  Medical Certifier  Total records : 1	<b>Office</b>  <del>Adventist Medical Center</del>  Total records : 1	<b>Roles</b>  External: Medical Certifier  Total records : 1	<b>Additional Business Functions</b>  No data found.
<a href="#">Update Offices/Roles/Business Functions</a>			
<a href="#">Biometric Enrollment</a> <a href="#">Return</a>			

**Do not attempt to make any changes or update information related to the other links on the User Summary page. Making changes to pages other than the login information may cause problems with the user account.**

After clicking on **Update Login Information**, you will see the **Update User** page shown below. Please note that you should not fill out every box on the page and do not click on any links along the left-hand menu. More details are provided below:

**Update User**

Select to Update a User 1. User Account Step 1 of 9

1. User Account

2. Name and Address

3. Contact Information

4. Licenses

5. Office Affiliations

6. User Types

7. User Roles

8. Business Functions

9. Finish

Username:

Password:

Confirm Password:  Password and Confirm Password do not need to be re-entered unless they need to be modified.

Temporary Password:

Login(s) Attempted:  [Reset](#)

Password Expires:

Start Date:

End Date:

**Username** – Do not edit.

**Password and Confirm Password** – You will not be able to see the current password for the user’s account. If you need to provide the user with a temporary password, enter that password in these fields.

**Temporary Password** – When a user forgets or misplaces their password then a temporary password can be assigned. Placing a checkmark in the **Temporary Password** field will flag the account and require that the user change their password the next time they sign in.

**Login(s) Attempted** keeps track of the number of unsuccessful user login attempts. Once the count reaches 3, the account will be locked. For the user to log in again, you must reset this number by clicking Reset next to the box. This will reset the number of Login(s) Attempted to 0.

At the same time, you should also enter a temporary password for the user in the **Password** and **Temporary Password** boxes and also select the **Temporary Password** check box. As described above, tagging a password as temporary will require the user to create a new password the next time they log into the system.

Instruct the user that you are resetting the temporary password and they will need to change the password the next time they log on to the account. Passwords may be 6 to 10 characters long and, like user names, *passwords are case sensitive.*

Leave the **Password Expires** entry box blank. OVERS will automatically assign the expiration date.

Do not edit the **Start Date**. The **End Date** box is disabled.

When all of the mandatory fields have been entered, select the **Finish** button to exit the **User Summary** page and save password changes. The user should now be able to log in with the password assigned.

#### Update User

Select to Update a User 1. User Account Step 1 of 9

**1. User Account**

2. Name and Address

3. Contact Information

4. Licenses

5. Office Affiliations

6. User Types

7. User Roles

8. Business Functions

9. Finish

Username:

Password:  Password and Confirm Password do not need to be re-entered unless they need to be modified.

Confirm Password:

Temporary Password:

Login(s) Attempted:

Password Expires:

Start Date:

End Date:

## Enrolling Fingerprints

### 3

From time to time, it may be necessary to enroll or re-enroll a physician's fingerprints at your facility. Fingerprints are used in the OVERS application as a digital signature for signing birth and death certificates. Only users who are approved to sign records may have their fingerprints enrolled.

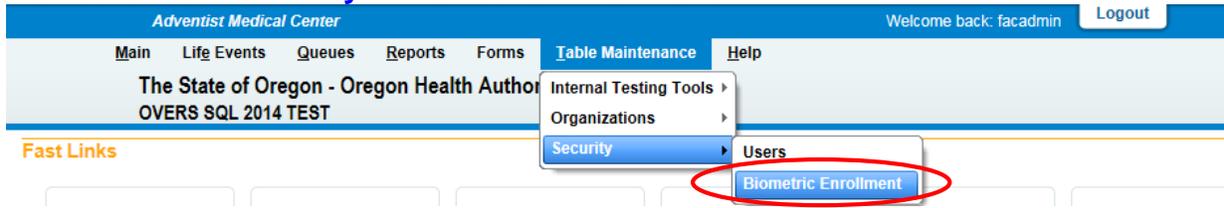
**All users enrolling their fingerprints must first provide you with picture identification or must be known to you as a signing authority (certifying physician).**

In order for a user to digitally sign a record, a template of their fingerprint must first be stored in the OVERS database and associated with their user account. At the time of signing a record, the fingerprint template is compared to the signer's fingerprint. If the template matches the signer's fingerprint then OVERS will accept the signature as a valid certification of the record. For certifiers who are new to using OVERS, we recommend a template be created for two fingers, and that each finger is enrolled multiple times so that the user will have a good fingerprint reading. The template is created by enrolling the user's fingerprints in OVERS.

### Steps for enrolling fingerprints

The **Table Maintenance** feature of the **OVERS** application is used for enrolling fingerprints. The term "**Table Maintenance**" refers to the fact that all of this system information is stored in the **OVERS** database tables.

Only administrative personnel have access to the **Table Maintenance** features of the **OVERS** application. To access the fingerprint enrollment feature, select **Table Maintenance > Security > Biometric Enrollment**.



The **Biometric Enrollment** page (shown below) will display. From this page, the user can enter their username and password to access their fingerprint enrollment screen. After the user enters their username and password, click the **Search** button.

#### Biometric Enrollment

To proceed with the biometric enrollment process, have the user enter their username and password combination.

Username   
 Password

**Search**

You will be directed to the fingerprint enrollment page for the individual whose username and password were entered. You can verify that you are in the correct user account by checking the username that appears on the top of the screen.

#### Biometric Enrollment for **testdoctor**

**Add a Finger** **Test a Finger** **Biometric Setup Files** **Return**

**Be sure to enter fingerprints only for users who have signing authority (identified on the enrollment form). The username on the biometric enrollment page must belong to the user who is enrolling their fingerprints.**

If a user is new to OVERs, no fingerprints will be listed on their account. If you are **re-enrolling** fingerprints for a user, a listing for each enrolled finger will appear on the Biometric Enrollment page.

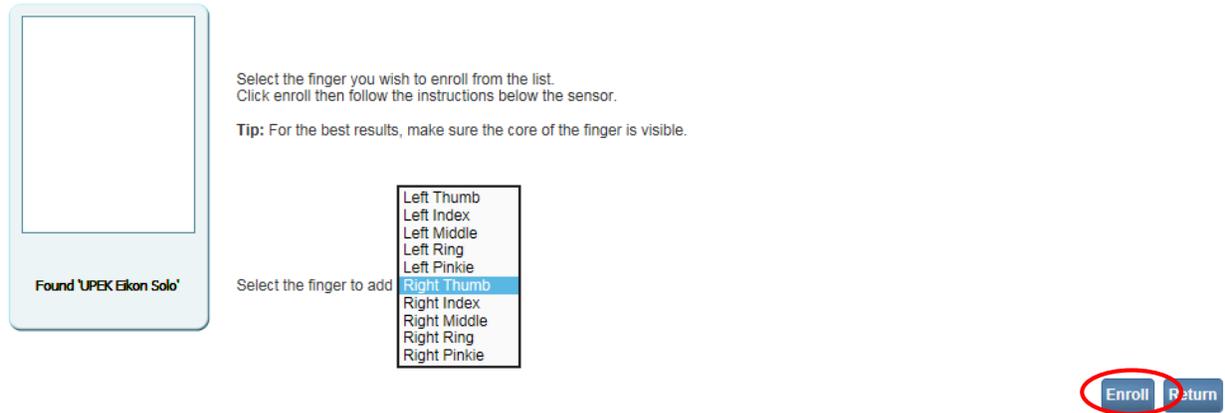
Biometric Enrollment for birthclerk

Finger	Chipset	Enrollment Date	
Left Thumb	AES3500	3/22/2013 3:42:55 PM	Delete
Right Index	AES3500	3/22/2013 3:36:32 PM	Delete
Right Ring	AES3500	3/22/2013 3:43:16 PM	Delete

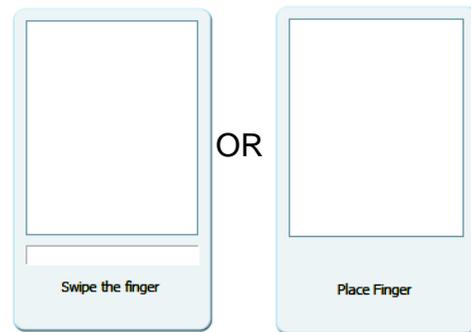
**Add a Finger** **Test a Finger** **Biometric Setup Files** **Return**

## Add A Finger

To enter a fingerprint template for a new user, click on the **Add a Finger** button. You will be directed to a new page. From the 'Select the finger to add' dropdown box, select the finger you wish to enroll. Next, click on the **Enroll** button.



Depending on the biometric reader your facility has (APC vs. eikon solo), the user will be prompted to either swipe or place the appropriate finger on the biometric device. To create a template of a finger, the finger will need to either be swiped along the surface of the reader or placed on the reader approximately 6-9 times to obtain a good reading.



## Tips for Creating a Reliable Fingerprint Template

With an APC Reader:

- Use the ridge at the top of the biometric device as a guide for placing the finger. The finger should lie flat on the reader and the top of the finger should rest just below the ridge. This ensures a 'cleaner' image of the print and is a reminder for the user where to place their finger when signing.
- Instruct the user to place their finger on the biometric device using moderate pressure and holding it in place long enough for the device to acquire a clear image (about 1 second).
- Lift and replace the finger about 9 times trying to place it in the same



location each time. When the fingerprint has been registered, text will appear below the display window prompting the user to lift and replace their finger.

With an APC Reader:

- It is easiest to have the user hold the device in their hand. Swipe the finger in a downward motion, keeping the finger flat, and apply a moderate amount of pressure.
- The user will continue swiping their finger on the biometric device. This process may have to be repeated up to 9 times before the system will have a clean image of the print to store.



When the enrollment is complete, a note will appear beneath the fingerprint image that says, “Enrollment Finished”. You will automatically be directed back to the listing of fingerprints.

We recommend that the user enrolls 2 fingers, and that each finger is enrolled multiple times so that the user will have a good fingerprint reading. It does not matter which finger is selected from the dropdown. You will be enrolling the same finger multiple times, so the fingers you select from the dropdown don’t matter. To add another finger, click on the [Add a Finger](#) button and repeat the process.

## Test a Finger

To test the fingerprints that you’ve just enrolled, click on the Test a Finger button located on the page that lists the enrolled fingerprints. On the Test a Finger page, you will be prompted to place a finger on the biometric reader. Make sure to only to test fingers that have already been enrolled.

If the fingerprint is tested successfully, the screen will display a message that states, “Finger was identified as Left Index”, for example. If the finger was not successfully identified the screen will display a message that says either, “unable to identify finger”, “fingerprint verification failed” or “bad image”.

### Biometric Enrollment for testdoctor



Place the finger to identify on the sensor.

For help troubleshooting fingerprint enrollment contact our helpdesk at 971-673-0279.

# Appendices

## Appendix 1: Sample OVERS Enrollment Form

**Oregon Health Authority**  
PUBLIC HEALTH DIVISION  
Center for Health Statistics

**OVERS Registration Application**  
Send completed OVERS enrollment form to:  
FAX: 971-673-1201

Name: \_\_\_\_\_  
(First) (M.I.) (Last)

Professional Title:  MD  DO  ND  PA  NP  CNM  LDM

Professional License Number: \_\_\_\_\_

Facility Name: \_\_\_\_\_  
Work Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Work Email: \_\_\_\_\_  
Facility Address: \_\_\_\_\_  
City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Facility Mailing Address (if different): \_\_\_\_\_  
City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

*I attest that the above information is true and correct to the best of my knowledge.*

Signature of Participant: \_\_\_\_\_ Date: \_\_\_\_\_

*Below, check the box next to your User Type/OVERS Role. (\* Indicates signing authority)*

**DEATH REGISTRATION**

Funeral Home User:  Funeral Director\*  Funeral Home Staff  
Medical Certifier:  Medical Certifier\*  Medical Certifier Staff  Facility Administrator  
Medical Examiner:  Medical Examiner\*  Medical Examiner Staff

**BIRTH REGISTRATION**

Birth User Type:  Birth Certificate Clerk\*  Birth Clerk Assistant  Hearing Screener  EHD Approval \_\_\_\_\_  
 Midwife\* *If midwife, licensed in Oregon?*  Yes  No  
*(Midwives not licensed in Oregon must register with the Center for Health Statistics before receiving an OVERS account.)*

Birth Clerk Work Schedule: What Days?  M  T  W  Th  F  S  Su What hours? \_\_\_\_\_

Manager's Name: \_\_\_\_\_ Manager's Phone: \_\_\_\_\_

**COUNTY STAFF**

County User Type:  County Registrar  Deputy Registrar

**CHS USE ONLY**

State Official: \_\_\_\_\_ Date Account Created: \_\_\_\_\_ Username: \_\_\_\_\_

**COUNTY OR CHS USE ONLY**

Two Types of Identification Shown: Photo ID) \_\_\_\_\_ and) \_\_\_\_\_  
Date fingerprints registered: \_\_\_\_\_

*(County officials: read and sign) I have reviewed the identification documents of the above-named individual and they appear to be genuine. To the best of my knowledge, the participant named above is eligible to certify vital records in Oregon.*

Signature of County or State Official: \_\_\_\_\_ Print Name: \_\_\_\_\_

*County Officials - Fax this form to the State office after fingerprint enrollment is complete.*

Info. Complete  Setup In OVERS  Added to CHS Database  Added to Listserve  Sent email

Sign your name \_\_\_\_\_ Print your name \_\_\_\_\_

Mar-2014

Enter doctor's medical license number.

Check 'medical certifier' box for doctors, NPs, or PAs.  
Check 'facility administrator' for admin. support.

List two types of identification shown.

Enter date fingerprints were registered.

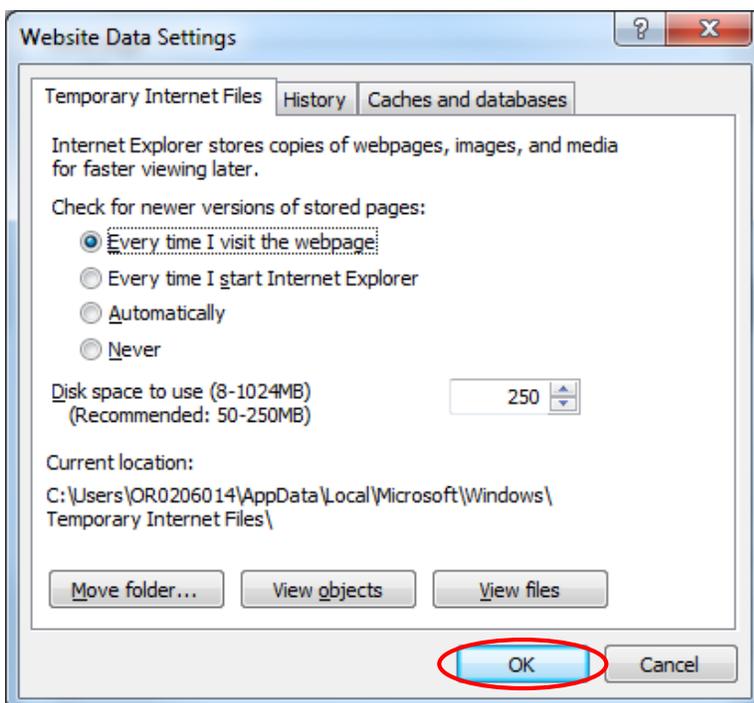
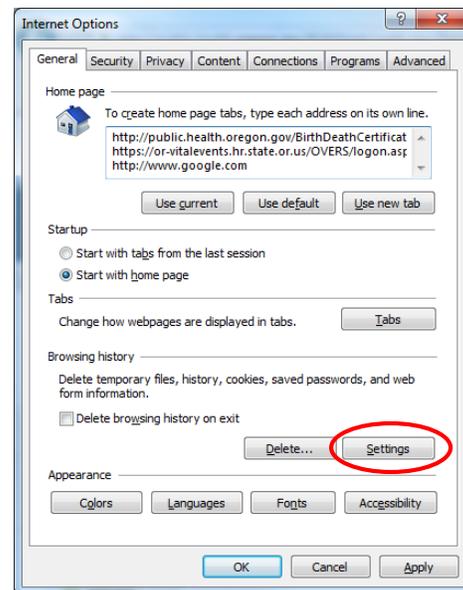
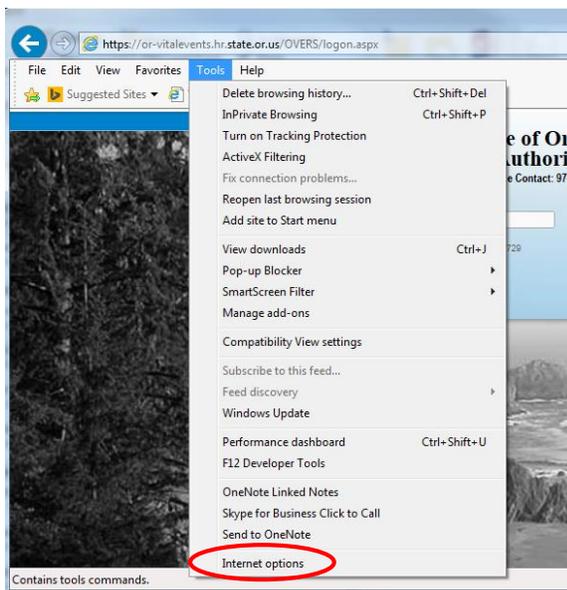
**Fax completed form to OVERS at 971-673-1201**

## Appendix 2: Troubleshooting Browser Issues

### Web page doesn't refresh with changes

If a user is having trouble seeing changes to web pages in OVERS, their browser settings may need to be changed.

First, direct them to click on the **Tools > Internet Options** link in the browser menu bar, usually located at the top of the browser window. The 'Internet Options' pop-up window will open. From the **General** tab, instruct the user to click on the **Settings** button.



The "Temporary Internet Files..." pop-up window will open. From the options on the Settings pop-up, make sure the user has selected the, '**Every visit to the page**' radio button.

Click on the **OK** button at the bottom of the Settings pop-up and at the bottom of the Internet options pop-up to save the change.

Then Click **OK** in the Internet Options window.